Marc Sibson

sibson@gmail.com | https://marcsibson.com/ | https://github.com/sibson/ | https://www.linkedin.com/in/sibson

Profile

I'm a problem solving leader who loves challenges and growth. As a developer turned manager, my goal continues to be building high impact and delightful products, but now I do so by helping others thrive and excel. Building vision, culture and teams rather than code has taught me to appreciate the complexity, nuance and unpredictability people introduce into the system. I'm looking forward to broadening my horizons, learning from my peers and making a difference.

Work Experience

Director, Hyper Database - Salesforce Genie/Tableau
Apr 2021 - Present, Remote

- Responsible for external data integration into Tableau (Extracts), which includes both back-end services and end-user facing UI which is heavily used by all Tableau customers.
- Stabilze existing legacy product, reducing: incidents, defects, customer escalations, developer toil and improve availability
- Refocus and rebuild engineering team, product roadmap, partnerships with Product, while driving developer productivity and growing team
- Bootstramp new team and workstream, focused on high volume, low latency data ingestion into CDP/Genie (Spark/k8s/Iceberg) and intergration with Hyper Analytical Database
- Initiated an effort to reduce meeting load, increase productivity and happiness across a large, geographically distributed team.
- As a member of the engineering senior leadership team, played a key role in charting the future technical roadmap of the core database.

Director, Salesforce Platform
Jul 2019 - Apr 2021, Remote

- Leading two teams focused on deep seamless platform integrations between elastic cloud compute and Core CRM
- Deliver zero to one product, Salesforce Functions, Lambda-like functions with optimized DevEx for Salesforce Developers
- Collaborate with cross functional program team to concurrently deliver new infrastruture built on internal k8s architecture
- Motivated tooling/automation investments that allowed legacy product to be maintained by a single FTE, creating space for team to pivot to new product opportunities
- Facilitated experiential agile learning workshops to help team discover and address blind spots and opportunities for improvement

Engineering Manager, Heroku/Salesforce
Jun 2016 - Jul 2019, Remote - Oversaw total ownership team responsible for rapid growth and maturation of the service over the next three years from 0 to 100M in combined (inclusive of pull-through DB service) ARR and over 3K paid enterprise accounts. - Expanded service footprint from two deployments to ten across six global data centers, and obtained multiple certifications SOX/SOX2/HIPPA - Encouraged and supported team member's personal and career growth, 2 Lead, 1 Principal and 1 Architect promotion within team - Assumed day to day Product Manager responsibilities during extended search for new PM, including roadmap, customer de-escalations, and pre-sales - Aggressively pursued new product vision, event-driven integration service, Heroku Connect Events, took to Beta in less than a year. This project inspired a global product strategy shift to a broader event-driven offering that included serverless functions. - Utilized data backed approach, team surveys and cycle time, to guide fully remote team in building a healthy collaborative environment and increase ability to deliver high value/quality features - Created additional capacity for team by reducing support escalations and interrupts, from an unpredictable ~30h/wk to ~5h/wk scheduled

Principal Member of Technical Staff, Heroku/Salesforce
Aug 2014 - Jun 2016, Remote

- Joined immediately post-acquisition to evolve working prototype into a scaled production-grade service
- Back-end distributed systems development of Heroku Connect, a cloud based bi-directional database synchronization SaaS for Salesforce Core CRM Data.
- Drove improvements to service reliability, including improving platform observability, managing architectural change and bootstrapping CI/CD efforts
- Built release confidence by introducing integration canaries, automated test coverage and performance optimization
- Django/REST control plane with runtime built around Celery Distributed Task queue

Full Stack Web Lead Engineer, Tindie
May 2013 - Aug 2014, Remote
- Full stack development for a two-sided marketplace startup
- Reduced AWS costs more than 60%, while improving reliability, performance and maintainability
- Led design and development of accounting, shipping, fraud detection, analytics and image management systems
- Demonstrated ability to work with a distributed international team in a startup environment

Lead Software Developer (Distributed Systems), Evertz Microsystems
April 2008 - May 2013, Remote

Senior Software Developer (Embedded Systems), Evertz Microsystems
April 2004 - 2008, Burlington, On

Strengths

Trust:	With a combination of empathy, transparency and vulnerability. Resulting in high retention, increased feedback and psychological safety.
Rigorous Prioritization:	Focus, focus, focus and say no. Using WIP limits, Backlog + Icebox, relief valves (Hygiene Week, On-call, Hack week)
Clarity:	Spilt the Why from the What, How, and When. Organize to share context: meeting cadence, async reporting, documentation.
Breaking Silos:	Gaining support from other teams by building relationships. Increased Customer Support effectiveness, Core Dev teams developed features for our use cases, created strategic alignment creating more opportunities to collaborate
Agile:	Quick iterations, short feedback loops, optimize to learn and grow quickly. People over Process, Blameless retro to uncover real issues
Technical:	Distributed Systems, Data Movement, Embedded Systems, Control Systems, Cross-platform Continuous Integration, Continuous Deployment, Build Processes Python, C, HTML, JavaScript, C++, Java, PostgreSQL, Redis, Kafka, AWS, Django, Clery

Studies

Workshops
- Problem Solving Leadership *with Ester Derby and Don Grey*
- Software Leadership Seminar with *Marcus Blankenship*

Graduate Studies, Computer Science McMaster University
Sept 2002 - April 2004
- Awarded Ontario Graduate Scholarship
- Completed course work in Human Computer Interface, Combinatorics and Computing, Object Oriented Design, Independent Study - User Interface Tools
- Teaching Assistant responsible for creating assignments, grading, assisting students with questions, offering feedback and guidance for several undergraduate courses

Bachelor of Science, Summa Cum Laude, Honours Computer Science, McMaster University
September 1997 - April 2002

- Awarded Gerald L. Keech Medal (2002), Dr. R.A. Thompson Prize In Mathematics (2000), University Senate Scholarship (1998, 1999), and Dean's Honour List
- Recipient of NSERC Research Grant
- Created a real-time, multi-player, networked, cross-platform game engine and multiple games for senior thesis project.
- Studied Operating Systems, Computer Architecture, Computer Graphics, Data Structures, Software Engineering, Artificial Intelligence, Graph Theory, Linear Algebra and Combinatorics
- Teaching Assistant responsible for running tutorials, grading and online support
- Internship, Evertz Microsystems

Open Source

vncdotool
A command line VNC client. Useful to automating interactions with virtual machines or hardware devices that are otherwise difficult to control.

RedBeat
A Celery Beat Scheduler that stores the scheduled tasks and runtime metadata in Redis.